



Service Desk Specialist

JOB SUMMARY:

The role of the Service Desk Specialist is to provide first line support to STS' Clients. The Service Desk Specialist is responsible for resolving support requests, ensuring that service levels and targets are achieved as well as meeting customer satisfaction. The Service Desk team is a dynamic, fast-paced environment which provides services through a ticketing system. The employee will have a positive attitude and the ability to work with minimal management in a team environment where every member is an important part of STS' success. STS employees will always adhere to the company Core Values and align themselves to the STS Way.

DUTIES AND RESPONSIBILITIES:

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Brief the Service Delivery Team on the status of current resolution efforts and attend daily meetings as requested or required.
- Support external clients with mild training, knowledge and expertise in technical related issues.
- Ability to keep detailed notes on tickets and meet ticket SLA's.
- Access software updates, drivers, knowledge bases, and FAQ's resources within the internal documentation system to assist with end user issues.
- Provide exceptional, timely technical expertise on all assigned tasks.
- Update and maintain client information in our documentation system as changes in their environment occur.
- Continually review and provide recommendations on internal guidelines.
- Participates in our on-call rotation.
- Strong experience in multiple technologies including physical and virtual infrastructure, networking components and Microsoft environments.
- Resolve client technical issues with little or no escalation.
- Adhere to service desk procedures, workflows and company security protocols.
- Stays current with the newest technologies and actively pursues certifications in line with the service delivery strategy.
- Perform all other duties as required by your supervisor
- Travel is required as needed.
- The company reserves the rights to add or change duties and responsibilities at any time.

QUALIFICATIONS:

- Demonstrates professionalism, discretion, and good judgment in all interactions with co-workers, clients, and others.
- Takes initiative and possess the ability to work independently.
- Strong decision making, detail oriented and outstanding technical skills.
- Demonstrates excellent time management.
- Passion for delivering remarkable client experience and success.
- Proven analytical and creative problem-solving abilities.
- Self-motivated, reliable and punctual.
- Ability to multi-task, pivot and adapt to changes quickly.



- Demonstrates excellent verbal and written communication skills.
- Understanding of support tools, techniques, and how technology is used to provide IT services.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit while using hands to control a computer or other technologies. The employee is occasionally encouraged to stand, walk, and stretch with hands and arms.